

Effective Date – 4/24/2020

## **UNITED COMMUNICATIONS ANNUAL TV CUSTOMER NOTIFICATION**

This notice contains important information concerning your television service, including information about the services that we provide, our policies and procedures and your rights as a customer. We encourage you to review the following information and contact United Communications business office with any questions. Complete instructions for how to use United TV are provided at installation and online at [www.united.net](http://www.united.net). For closed captioning issues, please write: United Communications - Closed Captioning Issues PO Box 38 Chapel Hill, TN 37034, or email [united@united.net](mailto:united@united.net), or call 1-800-779-2227.

### **PRIVACY POLICY**

United Communications and its affiliates (“United”) are dedicated to providing you with a broad spectrum of services such as digital TV, high speed internet, long distance, and local service, as well as a superior customer experience. We are committed to protecting customer privacy, and abide by the privacy rules mandated by the Federal Communications Commission (FCC) and other federal and state oversight agencies. The protection of your personal information is important to us and we take this responsibility seriously as a key to earning and maintaining your trust. At the time that a customer like you orders or changes service, United will collect certain information that enables us to identify you correctly, provide you with the desired service and bill and collect our charges for the services you take. This information includes, but is not limited to, your name, address, social security number, employer, day time contact number, credit card or bank account numbers, credit information, and email addresses.

For more detailed information about our privacy practices, please refer to our Privacy Policy online at <http://www.united.net/assets/privacypolicy.pdf>. You can also request a copy from customer service by calling 1-800-779-2227 or emailing [united@united.net](mailto:united@united.net).

### **PRODUCTS, SERVICES, AND PRICES**

Please contact us at 800-779-2227 or visit our website at [www.united.net](http://www.united.net) for current promotional offers and bundled discounts. Additionally, we provide a welcome kit with a user manual and channel line-up upon installation. All user manuals and updated channel line-ups can be found at [www.united.net](http://www.united.net). Our current standard (a la carte) pricing is detailed below.

#### **Digital TV Service Packages:**

Digital Basic Package - \$26.60/mo. Basic Service is required to receive any other United TV service.

Digital Essential Package - \$67.60/mo. (Price Includes Basic Programming)

Digital Preferred Package - \$81.60/mo. (Price Includes Basic and Essential Programming)

High Definition (HD) Technology Fee - \$8.00/mo. (Includes HD Channels within your subscribed Standard-Definition Package)

Broadcast TV Fee - \$15.90

**Premium Channels:**

HBO – (Includes 6 Channels) \$16.00/mo.

Cinemax – (Includes 4 Channels) \$10.00/mo.

Showtime/TMC/FLIX – (Includes 11 Channels) \$14.00/mo.

Starz/Encore – (Includes 11 Channels) \$13.00/mo.

**Set-Top Boxes:**

Standard Set-Top Box \$ 4.95/mo.\*

Whole Home DVR (includes DVR set-top box and service) - \$12.00/mo. \*

Gen 2 Whole Home DVR (includes DVR set-top box and service) - \$14.00/mo.\*

\*United provides one (1) standard set-top-box for no monthly charge with subscription to any digital level of service listed above. **(A digital set-top box is required to view any channel from United)**

**Installation and Miscellaneous Charges:**

Service Activation Fee - \$49.00

Fees for non-returned equipment\*\*: Standard set-top box - \$200.00 DVR set-top box - \$350.00

TV Outlet Installation fee - \$75.00 for each outlet in excess of 4 outlets\*\*\*

Any STB installed after initial installation - \$75.00

Returned check fee - \$ 25.00 Non-pay reconnect fee - \$ 17.50

\*\*It is your responsibility to return all United TV equipment, including set-top boxes, all associated cords and cables as well as all remote controls. You are liable for equipment that is lost, stolen, damaged or not returned for any reason. We will bill you for unreturned or damaged equipment. If there is a balance due, you will receive a final bill that will include a charge for set-top boxes and remotes that have not been returned as of the issue date of the bill. To the extent permitted by law, customer will pay us any costs or fees we reasonably incur to collect amount owed to United Communications. Rates are subject to change. Some restrictions may apply. Prices do not include applicable taxes and fees. If a service visit is required to reconnect service, additional fees may apply.

\*\*\*United currently offers standard installation of up to four outlets (set-top-boxes) for free. Each additional installed outlet is \$75.00.

## **UNDERSTANDING YOUR BILL**

United bills for service in the month it is provided. Therefore, any change in services will be reflected on the next month's bill. The first bill you receive after initial installation or after you make service changes to your account may contain prorated charges if your service was activated in the previous month, in addition to your regular monthly charge. You will receive your bill on approximately the same date each month. To avoid delinquency, full payment of the amount due must be received by the due date printed on the bill. If your service is disconnected for nonpayment there will be a \$17.50 reconnect fee added to your next bill. There is a \$25.00 fee for all returned checks. Upon termination of service, if a refund is due, refund checks will be issued within the next bill cycle, or no later than 30 days after termination of service or after all United TV equipment is returned.

Your monthly bill not only details your charges, payments and credits, it may also contain special messages. Please read these messages to ensure that you are up-to-date on any changes, offers and news from United Communications. If you have any questions about your bill, please contact Customer Service at 1-800-779-2227 during regular business hours. We are open Monday through Friday from 8 a.m. to 6 p.m. and Saturdays from 8 a.m. to 4:30p.m. If you see a charge on your bill that you did not authorize, please contact us immediately. Per our posted terms and conditions, customer must notify United of any billing disputes within 30 days of the receipt of the bill. To preserve all your rights to dispute resolution, you must contact us at 1-800-779-2227, or via email at [united@united.net](mailto:united@united.net), or write us at United Communications, Inc., PO Box 39, Chapel Hill, TN 37034.

## **INSTALLATION & SERVICE MAINTENANCE POLICIES**

Standard installation of new service for those who live within our existing network and are located within 125 feet from an existing distribution system that do not require special (fiber) construction to the premises, is performed within (7) seven business days after an order has been placed or later per customer request. "Standard" installations are those that are located up to 125 feet from the existing distribution system and do not require fiber construction to the premises. At the time an order for new service is placed, the customer should notify United of any buried utilities, and services (such as dog fences or irrigation systems). United will contact 811 prior to any work being performed on the premises. Appointments for installations, service calls and other installation activities are scheduled in windows not to exceed four hours during normal business operations. Excluding conditions beyond our control, such as natural disasters, power outages, civil disturbances, and severe or unusual weather conditions, technicians will begin working on service interruptions promptly or no later than 24 hours after the interruption becomes known. Service interruptions are defined as the loss of picture or sound on one or more channels. We do not promise uninterrupted service. United is not responsible for the installation or maintenance of any customer-owned entertainment equipment. United will perform local or system-wide maintenance or upgrades on a regular basis and will use its best efforts to perform the maintenance between midnight and 6:00 a.m.

## **EQUIPMENT & COMPATIBILITY**

A United Communications TV set-top box is required for each television set to which you want programming service. Scrambling or encryption technologies may affect your reception of signals, thus only set-top boxes provided by United are compatible with our TV service at this time. Where service is received through a set-top box, you may not be able to use special features and functions of your TV, DVD player, VCR or other customer-owned home entertainment equipment. United provides a standard remote control for each set-top box that may not be compatible with all customer-owned entertainment equipment. Please note that customer-owned remote control units might not be functional with United TV set-top boxes. We will help you determine, to the best of our knowledge, whether or not the remote you have will work with our equipment. We cannot guarantee we will have information regarding a particular remote you may have in your possession.

## **HOME WIRING**

This section is intended to inform you of your options regarding the home wiring that is used to provide your United TV service. Home wiring is the wiring (i.e., wires, cords, cables, etc.) that runs from your set-top box(es) to the Ethernet connection, then from the Ethernet connection to the NID (Network Interface Device) which will be placed on the outside of your home. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire, but does not include terminal devices, such as converters, descramblers, switches, parental lockout devices, security devices, etc. You are allowed to remove, replace, rearrange, repair or maintain any wiring located within the interior space of your home so long as such actions do not interfere with any ability to meet FCC technical standards, or provide service to your neighbors. We are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, VCRs, home antennas, etc. which may be connected to the inside wiring in your home. In addition, we are not responsible for problems caused by tampering, neglect or abuse. You have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or hiring a qualified outside contractor to do the work for you. It is extremely important that only high quality home wiring materials be used and that these materials are properly installed to maintain signal quality in compliance with FCC technical regulations.

## **UNAUTHORIZED RECEIPT OF VIDEO SERVICE**

Federal and state laws make it a crime to receive, or assist another in receiving, any video service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue video thieves in federal or state court and obtain injunctions and substantial damages. Reception of any cable service without our express authorization is prohibited. You may contact us at 800-779-2227 with any questions about this information.

## **CUSTOMER SERVICE, BILLING, AND GENERAL INQUIRIES AND COMPLAINT RESOLUTION PROCEDURES**

At United, providing dedicated local service and excellent technical support is our goal. We will endeavor to resolve any complaints concerning television service as soon as possible. If you have a complaint about your television service, the quality of your television signal, or have general customer service or billing inquiries, you should first contact United customer service by calling 800-779-2227, visiting [www.united.net](http://www.united.net), or emailing us at [united@united.net](mailto:united@united.net). You can also visit our customer center located at 120 Taylor Street, Chapel Hill, TN 37034. Our customer center is typically open Monday – Friday from 8 a.m. to 6 p.m. and on Saturday from 8 a.m. to 4:30 p.m. but please check our website for updated hours and information. We also provide 24/7 technical support to our customers. A representative will attempt to determine the nature of the problem over the phone. If the problem cannot be resolved over the phone, the representative will schedule a Technician to visit your home. We do not charge for service calls if our equipment is determined to be the cause of the problem. In the case of a billing dispute, we will respond to any written complaints or questions in no less than 30 days from the date of receipt.

If your complaint is not resolved satisfactorily by one of our local team members, you may contact the Franchise Authority for your City or County listed below.

### **FRANCHISE AUTHORITY CONTACT INFORMATION**

#### **Bedford County**

One Public Square  
Suite 101  
Shelbyville, TN 37160  
(931) 684-7944

#### **City of Brentwood**

5211 Maryland Way  
PO Box 788  
Brentwood, TN 37024  
(615) 371-0060

#### **Town of Chapel Hill**

2202 Unionville Rd  
PO Box 157  
Chapel Hill, TN 37034  
(931) 364-7632

#### **Davidson County**

100 Metro Courthouse  
Nashville, TN 37201  
(615) 862-6000

#### **City of Estill Springs**

100 Hudgins St  
PO Box 100  
Estill Springs, TN 37330  
(931) 649-5188

#### **Franklin County**

855 Dinah Shore Blvd  
Winchester, TN 37398  
(931) 967-2905

#### **City of La Vergne**

5093 Murfreesboro Rd.  
La Vergne, TN 37086  
(615) 793-6295

#### **City of Lewisburg**

131 East Church St.  
Lewisburg, TN 37091  
(931) 359-1544

#### **Marshall County**

1108 Courthouse Annex  
Lewisburg, TN 37352  
(931) 359-1279

#### **Maury County**

41 Public Square  
Columbia, TN 38401  
(931) 381-3690

#### **Moore County**

196 Main St.  
PO Box 206  
Lynchburg, TN 37352  
(931) 759-7076

#### **Town of Nolensville**

7218 Nolensville Rd  
PO Box 547  
Nolensville, TN 37135  
(615) 776-3633

#### **Rutherford County**

County Courthouse  
Room 101  
Murfreesboro, TN 37130  
(615) 898-7745

#### **Town of Smyrna**

315 South Lowry St.  
Smyrna, TN 37167  
(615) 459-2553

#### **Town of Thompson's Station**

PO Box 100  
Thompson's Station, TN  
37179  
(615) 794-4333

**Williamson County**  
1320 West Main Street  
Franklin, TN 37064  
(615) 790-5700